

Before the
Federal Communications Commission
Washington, DC 20554

In the Matter of:)	
Closed Captioning of Internet)	
Protocol-Delivered Video)	
Programming; Implementation of)	MB Docket No. 11-154
the Twenty-First Century)	
Communications and Video)	
Accessibility Act of 2010)	

Report on Initial Compliance with the Commission's IP Closed Captioning Rules

Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
National Association of the Deaf (NAD)
Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN)
Association of Late-Deafened Adults (ALDA)
Hearing Loss Association of America (HLAA)
California Coalition of Agencies Serving the Deaf and Hard of Hearing (CCASDHH)
Cerebral Palsy and Deaf Organization (CPADO)
Technology Access Program at Gallaudet University (TAP)

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I. Executive Summary

Telecommunications for the Deaf and Hard of Hearing Inc., (TDI), the National Association of the Deaf (NAD), the Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN), the Association of Late-Deafened Adults (ALDA), the Hearing Loss Association of America (HLAA), the California Coalition of Agencies Serving the Deaf and Hard of Hearing (CCASDHH), and the Cerebral Palsy and Deaf Organization (CPADO), collectively, “Consumer Groups,” and the Technology Access Project at Gallaudet University (TAP), respectfully submit this report regarding initial compliance with the Commission’s Internet Protocol (“IP”) closed captioning rules, 47 C.F.R. § 79.4.¹ This report specifically analyzes compliance by video programming owners and distributors with the Commission’s requirement under Rule § 79.4(b)(1) that prerecorded, unedited video programming delivered using IP be provided with closed captions, pursuant to Section 202(b) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (“CVAA”).²

We initiated this research to evaluate the impact of the Commission’s rules on the accessibility of IP video programming and to observe, record, and analyze any notable issues. Accessibility technologist Dr. Christian Vogler worked with Consumer Groups to ensure methodological and observational accuracy.³

After testing a diverse base of video programming and playback apparatuses — including hardware devices, web browsers, and native applications designed for

¹ See also *Closed Captioning of Internet Protocol-Delivered Video Programming*, Report and Order, MB Docket No. 11-154, 27 FCC Rcd. 787 (Jan. 13, 2012) (“*IP Captioning Order*”).

² Pub. L. 111-260, 124 Stat. 2751 (codified at 47 U.S.C. § 613(c)(2)).

³ Dr. Christian Vogler, Ph.D., is the director of TAP, a principal investigator on the Rehabilitation Engineering Research Center on Telecommunications Access (RERC-TA), and an expert on telecommunications and video programming policy issues facing the deaf and hard of hearing community.

specific mobile operating systems (“apps”) – we found a relatively high rate of initial compliance with rules. More specifically, approximately 82% of the apparatus and programming combinations we tested included captions, as required by the rules. We also noted some instances of video programmers going above and beyond the Commission’s minimum requirements by captioning live or near-live programming earlier than required under Rule 79.4(b)(2) or by captioning programming not subject to the IP captioning rules, such as video clips.

While these findings were encouraging, we also noted isolated instances of non-compliance. In these cases, we followed a consistent methodology aimed at identifying whether the video programming owner (“VPO”) or the video programming distributor (“VPD”) appeared to be at fault in each instance, in accordance with the Commission’s requirements that VPOs provide captions to downstream VPDs and that VPDs enable the rendering or pass through of those captions to the consumer.⁴

We also encountered several systemic problems that should be addressed as the Commission continues to develop its IP closed captioning policy. The issues included the widespread inability of web browsers on mobile devices to render captions, ineffective, poor-quality captions, difficulty determining whether uncaptioned programming was prerecorded or near-live, and difficulty identifying captioned programming via online sites.

II. Background

In enacting the CVAA, Congress sought to expand the availability of accessible video programming to consumers by requiring the Commission to promulgate rules requiring IP-delivered video programming to be captioned.⁵ On January 13, 2012, the Commission issued a Report and Order setting forth the closed captioning responsibilities for owners, providers, and distributors of IP-delivered video

⁴ 47 C.F.R. § 79.4(c)(1)-(2).

⁵ *IP Captioning Order*, 27 FCC Rcd. at 790-91, ¶¶ 4-5.

programming.⁶ The Commission established four captioning deadlines for specific types of IP-delivered programming:

- (1) September 30, 2012, for all prerecorded, non-archival programming that is not edited for Internet distribution;
- (2) March 30, 2013, for all live and near-live non-archival programming;
- (3) September 30, 2013, for all prerecorded, non-archival programming that is edited for Internet distribution; and
- (4) March 30, 2014 for all archival programming.⁷

III. Methodology

From October 2, 2012 to December 3, 2012, Dr. Vogler and Jarvis Grindstaff of Gallaudet University and Jessica Lee and Blake Reid of the Institute for Public Representation at Georgetown Law tested 121 combinations of video playback apparatuses and video programming, analyzing the availability and operation of closed captions on each. To capture a wide range of data, Consumer Groups tested programming on phones, tablets, laptop and desktop computers, and set-top boxes through various apps and web browsers, recording the date and time we tested each program and attempting to discern the program's original date of publication or exhibition on television. Of the 121 test cases, 101 focused on apparatus and programming combinations that we believe were squarely required to comply with rule 79.4(b)(1) by the September 30, 2012 deadline. The complete results of the tests are detailed in Appendix A and analyzed below.

We also re-tested many programs on different apparatuses in order to pinpoint the origin of captioning problems or omissions. For example, if a VPD-provided service

⁶ See generally *id.*

⁷ 47 C.F.R. § 79.4(b). Rule 79.4(b)(4) sets out a grace period for captioning archival programming of 45 days between March 30, 2014 and March 30, 2015, 30 days from March 30, 2015 until March 30, 2016, and 15 days thereafter.

failed to provide captions on a program apparently subject to the September 30 deadline, we attempted to re-test the same program through a service provided by another VPD. If a program was captioned through one VPD service but not another, then we concluded that the missing or noncompliant captions likely represented a failure of the VPD to properly render or pass through the captions rather than a failure of the VPO to provide them in the first instance. We also performed this cross-VPD testing to address the Commission's concern that technical captioning problems might result from problems with a "consumer's device or Internet connection on a specific date" rather than VPO or VPD noncompliance.⁸

During each test, we took the following steps:

1. Load the browser or app and navigate to the subject program;
2. Start playback of the program;
3. Locate the closed-captioning button or control, if available, and turn on captions, if not already enabled;
4. Watch the program for long enough to verify the presence of dialogue or other sound that should be captioned, repeating in the browser or app's "full-screen" mode (if applicable);
5. Skip ahead to a new time near the middle and end of the program, and repeat step 4;
6. Quit the browser or app and restart the test to determine whether captioning settings persist across viewings;
7. Investigate whether the browser or app controls allowed changes to caption appearance, such as font, color, and other attributes.

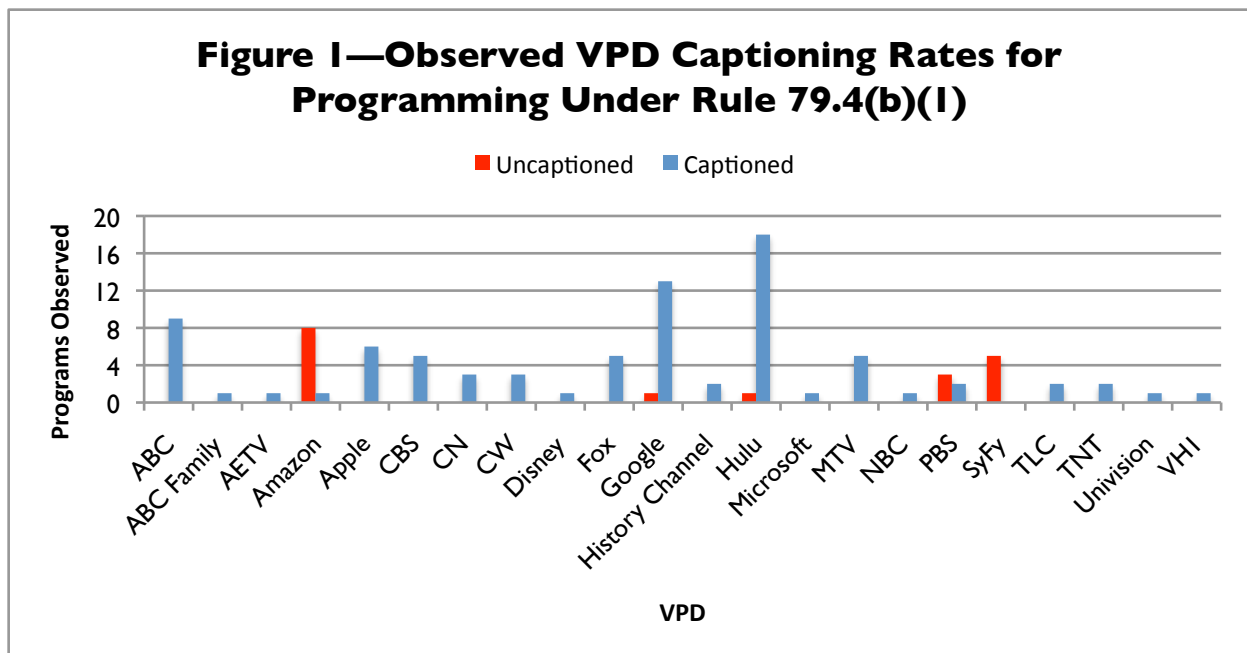
For example, on October 8, we observed *Mythbusters*, Season 1, Episode 31, originally published on television on October 7, 2012, through the Google Play Store

⁸ See *IP Captioning Order*, 27 FCC Rcd. at 833, ¶ 78.

and tested it on four different devices with different operating systems – an Apple MacBook Air running Mac OS X Lion, a Samsung Galaxy S3 (AT&T) running Android 4.04, an Apple iPad 2 running iOS 6, and a Samsung Galaxy S (Sprint Epic 4G) running Android 2.3.6 – and different platforms – Chrome, Google Video Player, and the YouTube iOS app (although each platform was not available to test on each device). We repeated similar tests with other programs provided by other VPDs. This methodology allowed us to test whether captions from the same VPD were enabled on different combinations of devices and platforms.

IV. Analysis and Results

At the conclusion of testing, we found that 83 out of the 101 combinations subject to Rule 79.4(b)(1) that we tested – approximately 82% – appeared to comply with the Commission’s rules, as shown in Figure 1 below. Most VPDs rendered captions as soon as programming was made available for IP delivery either on the VPD’s website or through a native app. We encountered uniform compliance among a significant majority of the more than twenty VPDs that we observed.



We also noted several instances of VPOs and VPDs going beyond the Commission's minimum requirements by captioning programs that are not yet subject to the Commission's rules, such as live and archival programming. For example, we noted that by November 7th, C-SPAN had voluntarily captioned both President Obama's November 6 election victory speech and Mitt Romney's concession speech on its website. CNN also provided live captioning of the presidential debates on its website. In addition, Netflix captioned an archival November 26, 1991 episode of *Law & Order: Special Victims Unit* episode, which we observed on October 13th.

While compliance and voluntary captioning was relatively widespread, we also observed isolated but significant non-compliance by several VPDs, including Amazon.com, Inc. ("Amazon"), Hulu, and NBCUniversal's Syfy network.

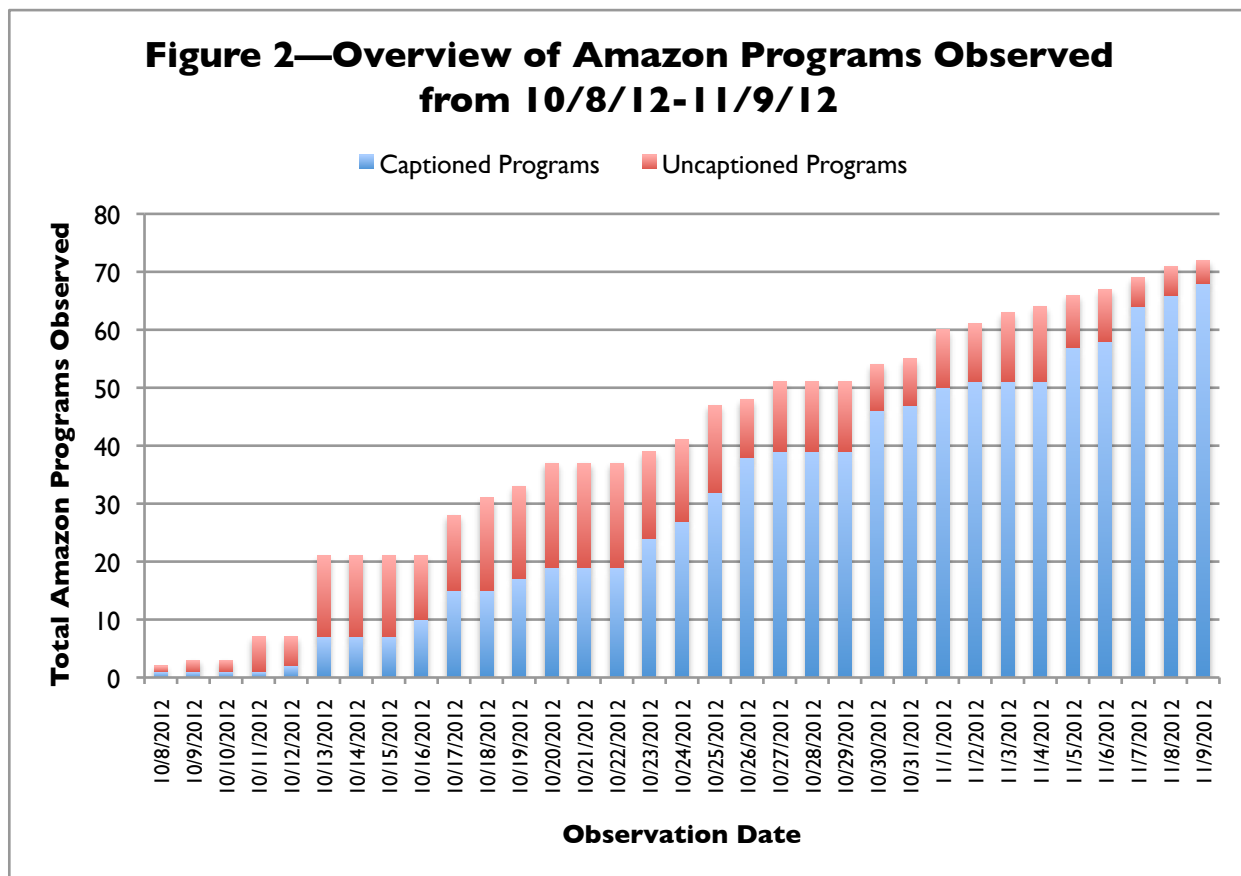
A. Amazon

Our initial observations of Amazon's programming indicated that Amazon consistently failed to include captions as soon as programs were initially made available for IP delivery. In one example, on October 9, Consumer Groups tested on the ABC and Amazon websites *Revenge*, Season 2, Episode 2, originally published on television on October 7. While ABC included captions on its website, Amazon did not.

Because Amazon's programming was non-compliant in eight out of our nine initial observations, we conducted an individualized test tailored to specifically monitor the time period between the initial availability of uncaptioned programming on Amazon's website and the subsequent availability of captions for that programming. More specifically, we observed Amazon daily for 32 days to determine whether newly listed television programs displayed the "CC" icon (indicating the presence of closed captioning) on program listings on Amazon's website. To guard against the possibility of the Amazon website displaying incorrect information, we also performed spot checks

to verify that the presence or absence of the “CC” icon accurately reflected whether a program was captioned or not.

Initially, more than two-thirds of Amazon’s programming subject to the September 30 deadline under Rule 79.4(b)(1) was not captioned, as shown in Figure 2 below and detailed in Appendix B:



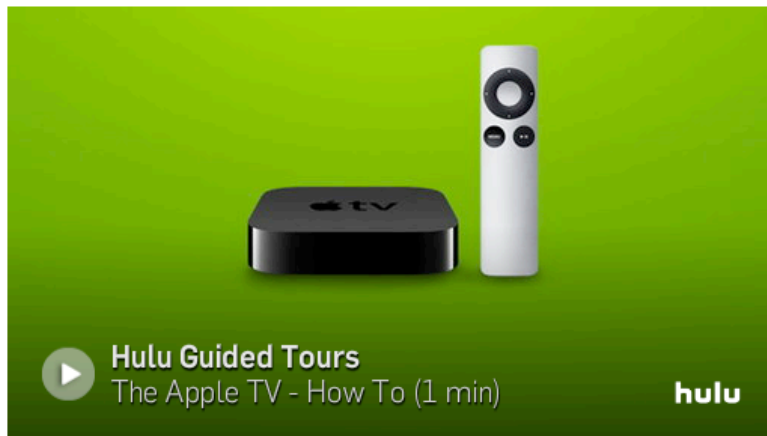
The median time that passed between when a program became available for streaming on Amazon’s website and the availability of captions was 2.5 days, with the longest delay being over 20 days. The proportion of non-compliant episodes fell steadily over the course of 32 days of testing to 6%, and the turnaround time between a video’s posting and the provision of captions also fell significantly. However, we still encountered significant non-compliance at the end of the testing period, more than a month after the September 30 deadline. We noted that many non-compliant programs

included captions when delivered by other VPDs, suggesting that the underlying cause of the missing compliance was endemic to Amazon. This non-compliance is the subject of a separate complaint filed today by the Consumer Groups against Amazon.

B. Hulu

Our initial tests of both the Hulu website and the Hulu Plus app on various devices showed an overall pattern of compliance, including a useful array of caption settings such as the ability to adjust the appearance of captions. We discovered, however, that *Nashville*, Season 1, Episode 4, originally published on television on October 31, had no captions on the Apple TV. Subsequent testing revealed that the Hulu Plus app on the Apple TV does not support captions on any program, including programs that are captioned on other devices supported by Hulu. In fact, Hulu notes on its website that “at this time, Closed Captions are not yet available in the Hulu Plus application for Apple TV,” as shown in this screenshot of Hulu’s website:⁹

What are the playback and navigation controls for Hulu Plus on Apple TV?



Are there Closed Captions available on the Apple TV?

At this time, Closed Captions are not yet available in the Hulu Plus application for Apple TV. We know this is a feature that many of our users would like to see, so we will be working hard to add it in a future release. For now, Closed Captioning is available on [these other supported devices](#).

⁹ Hulu, *Are there Closed Captions available on the Apple TV?*, <http://www.hulu.com/support/article/21745091#captions> (last visited Dec. 16, 2012).

The Hulu Plus app stands in contrast to other apps on the Apple TV, including Netflix and Apple's own video delivery service, which do support captions.

C. Syfy

We also found significant non-compliance in programs delivered by Syfy, a network owned by NBCUniversal, through its website, syfy.com.¹⁰ During our testing period, we were unable to locate a single captioned program or caption controls on syfy.com. During the same period, we found captioned versions of Syfy programs delivered by other VPDs, including Google, Hulu, and Amazon.

V. Noteworthy Problems

Beyond observing compliance or non-compliance with the September 30 deadline by VPDs and VPOs, we also identified several issues that the Commission should address.

A. Web Browsers on Mobile Devices

In our testing, we noted that essentially no web browsers on mobile devices, including smartphones or tablets, currently enable the display of closed captions. While many VPD websites include the ability to enable captions when accessed through desktop and laptop computer web browsers, they lack that same ability when accessed via mobile web browsers.

We believe that the widespread absence of captions on mobile browsers is due to the current lack of captioning support for HTML5 video. While many VPD websites rely on third-party plugins such as Flash and Silverlight to deliver captioned videos, those plugins are frequently unavailable on mobile devices.¹¹ At present, native HTML5 browser support for captions is minimal or non-existent, and the upcoming WebVTT

¹⁰ See Appendix C.

¹¹ E.g., Mark W. Smith, *Adobe kills Flash on Mobile Devices* (Nov. 9, 2011), <http://usatoday30.usatoday.com/tech/news/story/2011-11-09/mark-smith-adobe-flash-mobile/51135466/1>.

standard for natively rendering closed captions in browsers has not yet been finalized.¹² Although there is experimental support for WebVTT on recent desktop browsers, including Internet Explorer, Firefox, Chrome, Safari, and Opera, we are not aware of any mobile web browser that has implemented WebVTT at this point. While there is at least one experimental JavaScript library that attempts to implement captioning functionality by overlaying captions on mobile browser windows via HTML manipulation, our tests indicate that this technology is not yet sufficiently robust enough for production use on mobile devices.¹³

Because the operating systems on popular tablet and smart phone devices, including iOS and recent versions of Android, do not support Flash or Silverlight, custom native apps for each VPDs are currently the only reliable way to render captions on mobile devices. This problem essentially leaves web-based programming on mobile devices totally inaccessible to viewers who are deaf or hard of hearing.

Accordingly, we suggest that the Commission, VPDs, and VPOs consider several possibilities for ensuring that consumers are not denied access to programming subject to Rule 79.4(b)(1) delivered on mobile web browsers:

- Creating native apps and prominently referring mobile website users to those apps;
- Incorporating and improving JavaScript-based technology to tide users over until better HTML5 standards become available;

¹² See generally WebVTT, <http://dev.w3.org/html5/webvtt/> (last visited December 13, 2012); see also WebVTT Caption Demonstration, <http://ncamftp.wgbh.org/test/track/> (last visited Dec. 4, 2012).

¹³ See generally VideoJS, <http://videojs.com> (last visited December 4, 2012). Moreover, no Javascript-based solutions appear able to render captions in full-screen mode on mobile browsers because of the use of native video player components that do not support the HTML-based overlay of captions.

- Working with VPOs to make videos available on pre-installed applications, like iTunes and YouTube, that already provide captioning support on mobile devices.

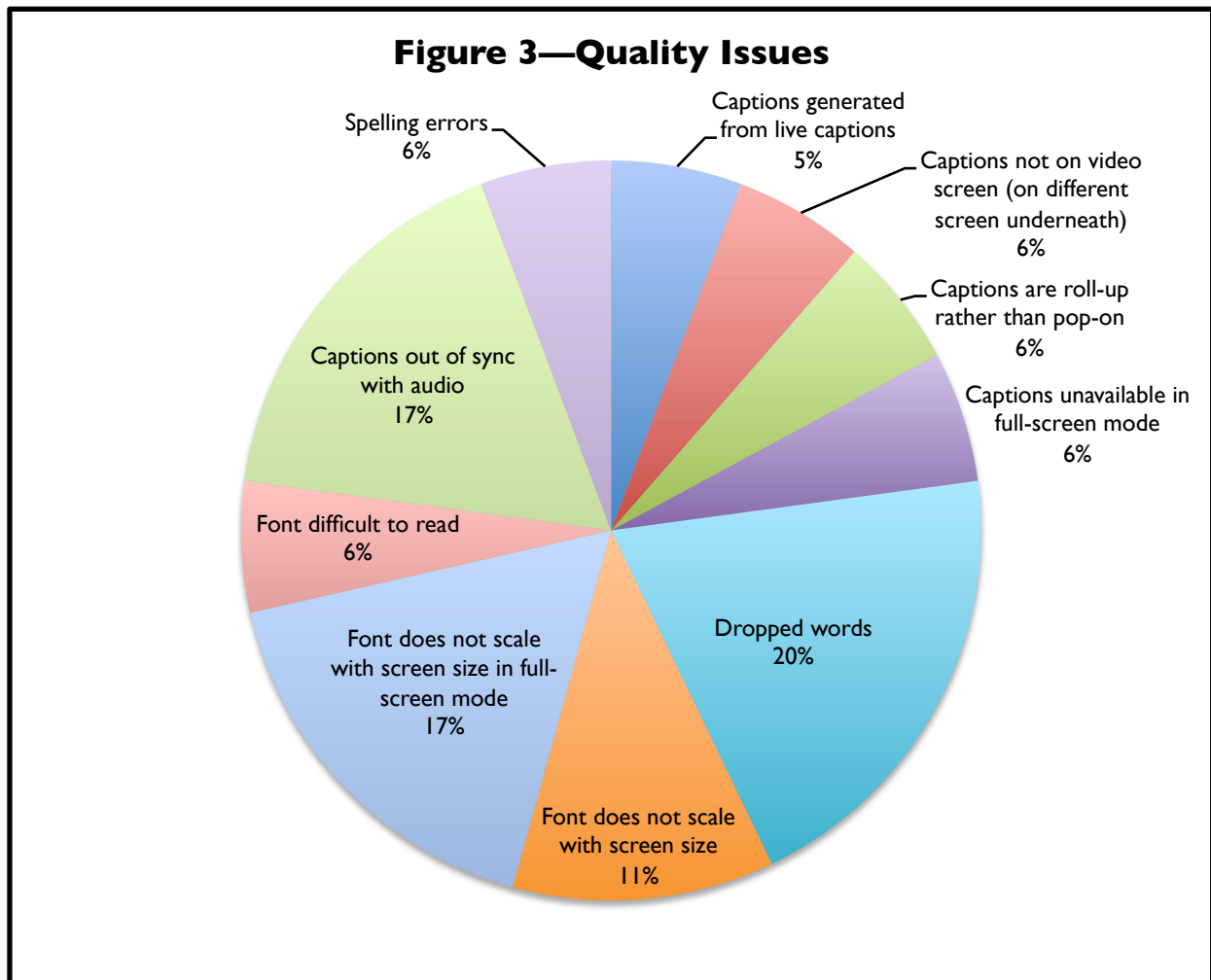
Stakeholders and the Commission should monitor this situation closely, as it is unclear that WebVTT will evolve to meet the requirements imposed by the Commission's rules implementing Section 203 of the CVAA.¹⁴ We are concerned that insufficient standards may result in a complete lack of viable options for displaying captions on a mobile web browser in full-screen mode, denying access to consumers who are deaf or hard of hearing in violation of the Commission's rules and congressional intent.

B. Quality Issues

Many programs distributed with captions contained serious quality issues that rendered them partially or wholly inaccessible to viewers who are deaf or hard of hearing. For example, *The Mindy Project*, Season 1, Episode 3, included captions on FOX's website that were too small to read in full-screen mode, and contained a spelling error and dropped words. On some programs, we also noted the substantial synchronization problems between video and captions. For example, *Cuidado con el Angel*'s November 3 episode on Univision's website included captions that were approximately three minutes behind the video, making it impossible for deaf and hard of hearing viewers to quickly associate the captioned text with corresponding video content. Finally, we noted that switching to full-screen mode often rendered captions

¹⁴ There is substantial debate among members of the committee charged with developing the WebVTT standard over whether WebVTT will implement all the features required by Rule 79.103(c), such as support for roll-up captions. See generally Silvia Pfeiffer, *Support for advanced caption features (inc rollup)* (Dec. 4, 2012), <http://lists.w3.org/Archives/Public/public-texttracks/2012Dec/thread.html#msg0>.

inoperable. These problems were pervasive throughout our testing, as shown in Figure 3 below and detailed in Appendix D:



C. Programming Whose Near-Live or Pre-Recorded Status is Unclear

Throughout the course of testing, we encountered many instances where it was unclear whether a particular program was pre-recorded and therefore subject to the September 30 deadline under Rule 79.4(b)(1), or near-live and subject to the March 30, 2013 deadline under Rule 79.4(b)(2). We nevertheless note these problems for the Commission because they will constitute unambiguous rule violations as of the March 30, 2013 deadline.

Univision presents one such instance of confusion. For example, on November 8, we viewed an uncaptioned episode of *Casa al Dia* originally published on television on November 3, 2012. Even though the show appeared to be pre-recorded, a majority of Univision's programming appears to be live or near-live, making it difficult to determine which deadlines apply to specific programs. We noted similar confusion over multiple episodes of PBS's *Frontline*. We also noted difficulty determining the status of programs such as ABC's *The Chew*, which apparently is taped the morning before it airs from Monday to Thursday, but is taped in advance on Fridays.¹⁵

D. Labeling Shows Prior to Purchase

Throughout our testing, we noted that programming was not consistently identifiable with a "CC" or similar label. We urge the Commission and the industry to explore solutions to ensure that consumers who are deaf or hard of hearing can quickly and easily identify programming that is captioned in advance of purchasing it.

VI. Conclusion

We commend the initial compliance that we observed during our tests. We emphasize, however, that we could not test every show on every network and note that diligence on the part of the Commission, VPOs and VPDs, and consumers is necessary to ensure the continued success of the IP captioning rules. We also urge the Commission to act swiftly and decisively in recognizing violations of the rules as the March 30, 2013 deadline approaches, and to pay careful attention to additional issues including the absence of captions on mobile browsers, quality issues, unclear programming statuses, and labeling issues that may undermine the efficacy of the Commission's rules over time.

¹⁵ *The Chew*, <http://beta.abc.go.com/shows/the-chew/tickets> (last visited December 5, 2012). We note that episodes of *The Chew* included captions in each of our observations.

Respectfully submitted,

/s/_____

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Appendix A – Overall Observations

Appendix B – Amazon

Appendix C – Syfy

Appendix D – Quality Issues

Glossary:

Show: The name of the observed program and the season/episode number (if applicable).

Internet VPD: The video programming distributor through which we viewed the show.

Date: The date on which the observation was conducted.

Time: The time at which the observation was conducted (in 24-hour format).

Network: The network on which the show was published on TV.

TV Air Date: The date on which the show was published on TV.

Device: The name of the device used for observation.

OS: The operating system and version used for observation.

Browser: The name of the browser used for testing (if applicable).

Native App/Version: The name and version number of the app used for viewing. (“Web Player” indicates that the show was observed through a web browser.)

CC Work?: “Yes,” if closed captions were provided and rendering was enabled; “No” if not.

CC Usable?: “Yes,” if the provided captions substantially enabled the observer to perceive the audio components of the show; “No,” if the captions had quality issues that prevented the observer from perceiving the audio components (see Appendix D for further details).

Control over Font?: “Yes,” if at least some user control over font sizes or color was available; “No,” if not. (“Yes” does not imply compliance with the requirements of 47 CFR § 79.103(c).)

CC Persists?: “Yes,” if the rendering of captions persists after the user closes and reopens the app or web browser; “No,” if not.

Miscellaneous: Comments clarifying the purpose of some tests, or pointing out other features of interest.

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
Castle S5E2	ABC	10/2/2012	2:00:00	ABC	10/1/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Yes		
Grey's Anatomy S9E3	ABC	10/19/2012	23:52:00	ABC	10/18/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	Yes	No	Captions are below video and positioned correctly. Options button sometimes hides part of the captions.
Modern Family S4E3	ABC	10/10/2012	9:00:00	ABC	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	No	Yes	No	
Modern Family S4E5	ABC	10/25/2012	11:50:00	ABC	10/24/2012	Macbook Pro	OS X Leopard	Firefox	Web player	Yes	No	Yes		Descriptive captions of all non-dialogue elements
Revenge S2E2	ABC	10/9/2012	12:02:00	ABC	10/7/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	Yes	No	Captions are below video and positioned correctly. Options button sometimes hides part of the captions.
Suburgatory S1E2	ABC	10/7/2012	10:33:00	ABC	10/5/2012	iPhone 4	iOS 5.1.1		ABC Player 2.0.4	Yes	Yes	No	Yes	
The Chew	ABC	11/28/2012	12:30:00	ABC	11/27/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes			
The Neighbors S1E2	ABC	10/10/2012	9:00:00	ABC	10/3/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	No	Yes	No	
Revenge S2E3	ABC	10/15/2012	23:35:00	ABC	10/14/2012	iPhone 4S	iOS 6		ABC Player 2.0.4	Yes	Yes	No	Yes	
Switched at Birth S1E30	ABC Family	11/2/2012	13:10:00	ABC Family	10/22/2012	Dell Laptop	Windows 7	Internet Explorer 9	Web player	Yes	Yes	Yes		
Shipping VWars S2E14	AETV	10/3/2012	11:50:00	A&E	10/2/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	No		
Bones S8E3	Amazon	10/9/2012	23:19:00	Fox	10/1/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Bones S8E3	Amazon	10/9/2012	23:45:00	Fox	10/1/2012	iPad 2	iOS 6		Amazon Instant Video app 1.2.47.0	No	N/A			No CC button.The same episode has CC on the Web.
Bones S8E3	Amazon	10/10/2012	10:05:00	Fox	10/1/2012	Kindle Fire	Custom Android		Kindle Fire Native Player 6.3.1	No	N/A			No CC button.The same episode has CC on the Web.
Grey's Anatomy S9E3	Amazon	10/19/2012	8:36:00	ABC	10/18/2012	MacBook Air	OS X Lion	Chrome	Web player	No	N/A			
Grey's Anatomy S9E4	Amazon	10/19/2012	8:10:00	ABC	10/25/2012	MacBook Air	OS X Lion	Chrome	Web player	No	N/A			
Guys with Kids S1E4	Amazon	10/10/2012	8:00:00	NBC	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	No	N/A			
Law & Order: Special Victims Unit S14E2	Amazon	10/10/2012	8:00:00	NBC	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	No	N/A			
Nashville S1E1	Amazon	10/10/2012	8:30:00	ABC	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	No	N/A			
Revenge S2E2	Amazon	10/9/2012	23:25:00	ABC	10/7/2012	iMac	OS X Lion	Chrome	Web player	No	N/A			
Animal Odd Couples Vol. 2	Apple	11/15/2012	14:35:00	PBS	11/7/2012	MacBook Pro	OS X Leopard		iTunes 10.6.3	Yes	No	No	Yes	Bought the day after the show aired on TV
Big Bang Theory S6E6	Apple	11/2/2012	13:40:00	CBS	11/1/2012	Apple TV	iOS 5.1.0 (5201)		Native video player	Yes	Yes		Yes	Full positioning is supported
Duck Dynasty S2E24	Apple	11/15/2012	14:20:00	A&E	11/7/2012	MacBook Pro	OS X Leopard		iTunes 10.6.3	Yes	Yes	No	Yes	Bought the day after the show aired on TV
Jersey Shore 101	Apple	10/10/2012	9:00:00	MTV	10/4/2012	MacBook Pro	OS X Mountain Lion		iTunes	No	N/A			Bonus episode
Nashville S1E1	Apple	10/10/2012	8:50:00	ABC	10/10/2012	MacBook Pro	OS X Mountain Lion		iTunes	Yes	Yes	No	Yes	
Nashville S1E4	Apple	11/2/2012	13:30:00	ABC	10/31/2012	Apple TV	iOS 5.1.0 (5201)		Native video player	Yes	Yes		Yes	Full positioning is supported

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
T.I. and Tiny: Family Hustle S2E11	Apple	11/15/2012	14:50:00	Vh1	11/5/2012	MacBook Pro	OS X Leopard		iTunes 10.6.3	Yes	Yes	No	Yes	Bought the day after the show aired on TV
C-SPAN video library: Obama victory speech	C-SPAN	11/7/2012	12:56:00	C-SPAN	11/6/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	No	No	Credit for captioning a video clip from live programming
C-SPAN video library: Romney concession speech	C-SPAN	11/7/2012	13:00:00	C-SPAN	11/6/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	No	No	Credit for captioning a video clip from live programming. Captions even work in "clip and share" mode.
Big Bang Theory S6E5	CBS	10/29/2012	10:20:00	CBS	10/25/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	No	Yes	
Big Bang Theory S6E6	CBS	11/2/2012	13:35:00	CBS	11/1/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes			
How I Met Your Mother S8E3	CBS	10/14/2012	21:35:00	CBS	10/8/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	No	Yes	
Partners S1E2	CBS	10/2/2012	4:00:00	CBS	10/1/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	No		
The Big Bang Theory S6E3	CBS	10/14/2012	21:00:00	CBS	10/11/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	Yes	No		
AnNoying Orange S1E18	CN	11/8/2012	3:45:00	Cartoon Network	10/29/2012	iPad 3	iOS 5.1.1		CN App 2.0.3	Yes	Yes	No	Yes	
Ben 10 Omnibus E7	CN	11/8/2012	3:25:00	Cartoon Network	11/3/2012	iPad 3	iOS 5.1.1		CN App 2.0.3	Yes	Yes	No	Yes	
The Green Lantern S1E15	CN	11/8/2012	4:00:00	Cartoon Network	10/6/2012	iPad 3	iOS 5.1.1		CN App 2.0.3	Yes	Yes	No	Yes	
Michelle Obama interview	CNN	10/16/2012	20:25:00	CNN	10/16/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	No	Credit for captioning a show pre-9/30 deadline
Arrow	CW	11/8/2012	3:00:00	CW	11/7/2012	iPad 3	iOS 5.1.1		CWtv App 1.5	Yes	Yes	No	No	
Arrow S1E3	CW	10/25/2012	8:10:00	CW	10/24/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Hart of Dixie Ep 205	CW	11/8/2012	3:10:00	CW	10/30/2012	iPad 3	iOS 5.1.1		CWtv App 1.5	Yes	Yes	No	No	
Austin & Ally S2E1	Disney	10/11/2012	12:50:00	Disney Channel	10/7/2012	MacBook Pro	OS X Leopard	Safari	Web player	Yes	Yes	No		
E:60 - Ray Lewis	ESPN	10/15/2012	12:00:00	ESPN	9/11/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	No		Credit for captioning a video clip
Ben and Kate S1E5	Fox	11/2/2012	13:55:00	FOX	10/23/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes		Yes	
Bones S8E3	Fox	10/9/2012	23:06:00	Fox	10/1/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	No	Yes	
Bones S8E3	Fox	10/16/2012	0:30:00	FOX	10/1/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
Family Guy S11E2	Fox	10/16/2012	0:30:00	FOX	10/7/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
The Mindy Project S1E3	Fox	11/2/2012	13:00:00	FOX	10/9/2012	Dell Laptop	Windows 7	Internet Explorer 9	Web player	Yes	Yes	No		
Alphas S2E12	Google	10/17/2012	23:30:00	SyFy	10/15/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Alphas S2E12	Google	11/2/2012	14:00:00	SyFy	10/15/2012	Galaxy Tab	Android 2.2		Native video player	Yes	Yes	Yes	Yes	

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
Google+ Hangouts: Minnesota Students	Google	11/20/2012	16:25:00		N/A	Apple TV	iOS 5.1.0 (5201)		YouTube for AppleTV	No	N/A			Google Play TV shows are not available with the Apple TV YouTube app, even though they are on the iPhone and iPad
Google+ Hangouts: Minnesota Students	Google	11/20/2012	16:25:00		N/A	iMac	OS X Snow Leopard	Chrome	Web player	Yes	Yes	Yes	Yes	Google Play TV shows are not available with the Apple TV YouTube app, even though they are on the iPhone and iPad
Grimm S2E7	Google	10/13/2012	22:10:00	NBC	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Grimm S2E8	Google	10/20/2012	10:15:00	NBC	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	Contrast with Amazon
Haven S3E4	Google	10/13/2012	15:45:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	WebPlayer	No	N/A			This is unexpected and does not indicate a pattern.
Haven S3E4	Google	10/15/2012	21:45:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	Retest of same show on Google Play
Law & Order SVU S14E2	Google	10/13/2012	22:00:00	NBC	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	Yes	Yes	
Law & Order SVU S14E3	Google	11/2/2012	14:05:00	NBC	10/17/2012	Nexus 7	Android 4.1.2		Native video player	Yes	Yes	Yes	Yes	
Law and Order SVU S14E3	Google	10/18/2012	9:50:00	NBC	10/17/2012	Samsung Galaxy S3 (AT&T)	Android 4.0.4		Native video player	Yes	Yes	Yes	Yes	
Mythbusters S13E1	Google	10/8/2012	23:34:00	Discovery	10/7/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	Positioning is fully supported; cannot see if a video has CC before you buy.
Mythbusters S13E1	Google	10/8/2012	23:37:00	Discovery	10/7/2012	Samsung Galaxy S3 (AT&T)	Android 4.0.4		Native video player	Yes	Yes	Yes	Yes	Cannot see if a video has CC before you buy
Mythbusters S13E1	Google	10/8/2012	23:47:00	Discovery	10/7/2012	iPad 2	iOS 6		YouTube iOS App 1.0.1.3063	Yes	Yes	No	Yes	Cannot see if a video has CC before you buy
Mythbusters S13E1	Google	10/9/2012	0:15:00	Discovery	10/7/2012	Samsung Galaxy S (Sprint Epic 4G)	Android 2.3.6		Native video player	Yes	Yes	Yes	Yes	Cannot see if a video has CC before you buy
Presidential Debate Replay	Google	10/20/2012	12:15:00	"The Voice Of" YouTube Channel	10/3/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	Yes	Yes	Yes	Credit for captioning pre-9/30 deadline. Credit for cleaning up quality.
Revenge S2E2	Google	10/10/2012	0:07:00	ABC	10/7/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	Positioning is fully supported; Cannot see if a video has CC before you buy.
Revenge The First Chapter (Bonus Episode)	Google	11/2/2012	14:00:00	ABC	N/A	Nexus 7	Android 4.1.2		Native video player	Yes	Yes	Yes	Yes	Bonus show that wasn't shown on TV
American Restoration / Prank War S2E32	History Channel	10/14/2012	17:00:00	History Channel	10/10/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	No	No	

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
Cajun Pawn Stars S3E5	History Channel	10/14/2012	16:45:00	History Channel	10/10/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	Yes	No		
30 Rock S7E2	Hulu	10/22/2012	1:30:00	NBC	10/11/2012	Macbook Pro	OS X Leopard	Safari	Web player	Yes	Yes	Yes	Yes	
30 Rock: The Beginning of the End	Hulu	10/21/2012	21:50:00	NBC	10/4/2012	Samsung S3 (Verizon)	Android 4.0.4		Hulu Plus 2.4.200921	Yes	Yes	Yes	Yes	
Glee S4 E7	Hulu	11/29/2012	10:55:00	Fox	11/22/2012	Xbox360	2.0.16202.0		Hulu for Xbox 360	Yes	Yes	No	No	
Grey's Anatomy S9E3	Hulu	10/19/2012	23:58:00	ABC	10/18/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Grimm S2E7	Hulu	10/13/2012	22:18:00	NBC	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Grimm S2E8	Hulu	10/20/2012	10:07:00	NBC	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Haven S3E3	Hulu	10/13/2012	15:40:00	SyFy	10/5/2012	MacBook Air	OS X Lion	Chrome	Web Player	Yes	Yes	Yes	Yes	
Haven S3E4	Hulu	10/13/2012	15:35:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Law & Order SVU S14E2	Hulu	10/13/2012	17:40:00	NBC	10/10/2012	Kindle Fire	Custom Android 6.3.1		Hulu App 1.6.4	Yes	Yes	Yes	Yes	
Modern Family S4E2	Hulu	10/11/2012	1:20:00	ABC	10/10/2012	MacBook Pro	OS X Leopard	Safari	Web player	Yes	Yes	No	Yes	
Modern Family S4E3	Hulu	10/11/2012	1:45:00	ABC	10/10/2012	MacBook Pro	OS X Leopard	Safari	Web player	Yes	Yes	No	Yes	
Nashville S1E4	Hulu	11/2/2012	13:20:00	ABC	10/31/2012	Apple TV	iOS 5.1.0 (5201)		Hulu for AppleTV	No	N/A			
Nashville S1E4	Hulu	11/2/2012	13:25:00	ABC	10/31/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes			
New Girl	Hulu	10/3/2012	3:30:00	Fox	9/25/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	No		Credit for captioning a show pre-9/30 deadline
New Girl S2E5	Hulu	10/24/2012	12:35:00	Fox	10/23/2012	MacBook Pro	OS X Leopard	Safari	Web player	Yes	Yes	Yes	Yes	
Real Housewives of New Jersey: Reunion Part 2	Hulu	10/22/2012	12:25:00	Bravo	10/7/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Yes	Yes	
Revolution S1E5	Hulu	10/22/2012	12:15:00	NBC	10/15/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Yes	Yes	
The Chew	Hulu	10/22/2012	12:55:00	ABC	10/18/2012	MacBook Pro	OS X Leopard	Firefox		Yes		Yes		
The Office: Work Bus	Hulu	10/21/2012	21:30:00	NBC	10/18/2012	Samsung S3 (Verizon)	Android 4.0.4		Hulu Plus 2.4.200921	Yes	Yes	Yes		
The Real Housewives of New Jersey S4E22	Hulu	10/16/2012	10:40:00	BRAVO	10/7/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	Yes	Yes	
Parking Wars - E86	Microsoft	11/29/2012	11:08:00	A&E	10/6/2012	Xbox360	2.0.16202.0		Xbox Video	Yes	Yes	No	Yes	
Jersey Shore S6E3	MTV	10/16/2012	10:25:00	MTV	10/15/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
Jersey Shore S6E4	MTV	10/16/2012	10:25:00	MTV	10/15/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
Teen Mom Farewell Special	MTV	10/16/2012	10:20:00	MTV	10/3/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
Teen Mom S4E13	MTV	10/16/2012	10:15:00	MTV	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
True Life S3E10	MTV	10/16/2012	10:30:00	MTV	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	Yes	No	Yes	
Go On S1E5	NBC	10/3/2012	12:25:00	NBC	10/2/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes			
Grey's Anatomy S1E1	Netflix	11/20/2012	16:20:00	ABC	3/27/2005	Apple TV	iOS 5.1.0 (5201)		Netflix for AppleTV	Yes	Yes		Yes	

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
Law & Order S2E10	Netflix	10/13/2012	17:40:00	NBC	11/26/1991	Kindle Fire	Custom Android 6.3.1		Netflix App 2.0.1	Yes	Yes	No	No	App behavior seems identical to Google Play version. Credit for captioning pre-9/30 deadline.
Animal Odd Couples	PBS	11/8/2012	16:00:00	PBS	11/8/2012	Samsung Galaxy Nexus	Android 4.1.1	Chrome	Web player	No	N/A			No CC button
Call the Midwife Episode 2	PBS	10/11/2012	23:40:00	PBS	10/7/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	No	No	
Frontline - Dropout Nation	PBS	10/11/2012	23:40:00	PBS	9/25/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	No	No	
Frontline - La Alternativa 2012	PBS	10/11/2012	23:40:00	PBS	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	No	N/A			
Frontline - The Choice 2012	PBS	10/11/2012	23:40:00	PBS	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	No	No	
Frontline - The Choice 2012	PBS	10/11/2012	23:40:00	PBS	10/10/2012	Samsung Galaxy S3 (AT&T)	Android 4.0.4	Native Android Browser	Web player	No	N/A			
PBS News Hour	PBS	10/11/2012	23:40:00	PBS	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	No	N/A			
PBS News Hour	PBS	11/6/2012	20:05:00	PBS	11/6/2012	MacBook Air	OS X Lion	Chrome	Web Player	Yes	No	No	No	Credit for captioning ahead of deadline
Alphas S2E10	SyFy	11/2/2012	11:30:00	SyFy	10/1/2012	iMac	OS X Snow Leopard	Chrome	Web player	No	N/A			
Alphas S2E11	SyFy	11/8/2012	12:35:00	SyFy	10/8/2012	iMac	OS X Snow Leopard	Chrome	Web player	No	N/A			
Haven S3E3	SyFy	10/13/2012	15:40:00	SyFy	10/5/2012	MacBook Air	OS X Lion	Chrome	Web Player	No	N/A			
Haven S3E4	SyFy	10/13/2012	15:35:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	No	N/A			
Warehouse 13	SyFy	12/3/2012	11:05:00	SyFy	10/1/2012	MacBook Pro	OS X Leopard	Firefox	Web Player	No				No CC button
Bling It On S1E3	TLC	10/14/2012	16:35:00	TLC	10/4/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	Yes	No	
Breaking Amish S1E5	TLC	10/14/2012	14:30:00	TLC	10/7/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	Yes	Yes		
Dallas S1E4	TNT	11/8/2012	16:10:00	TNT	10/31/2012	Samsung Galaxy Nexus	Android 4.1.1		TNT Player	Yes	Yes	No		
Perception S1E6	TNT	11/8/2012	16:15:00	TNT	11/7/2012	Samsung Galaxy Nexus	Android 4.1.1		TNT Player	Yes	Yes	Yes		
Casa al Dia November 3	Univision	11/8/2012	15:00:00	Univision	11/3/2012	iMac	OS X Snow Leopard	Firefox 16.0.2	Web player	No	N/A			This may not be prerecorded.
Casa al Dia	Univision	11/29/2012	12:45:00	Univision	10/20/2012	Xbox360	2.0.16202.0		Univision for Xbox 360	No				
Cuidado con el Angel Episode 10	Univision	11/7/2012	19:25:00	Univision	11/2/2012	iMac	OS X Snow Leopard	Firefox 16.0.2	Web player	Yes	No	No	No	
Delicioso - Cocinando para las fiestas	Univision	11/29/2012	12:55:00	Univision	11/23/2012	iMac	OS X Mountain Lion	Chrome	Web player	No				
Delicioso - Cocinando para las fiestas	Univision	11/29/2012	12:50:00	Univision	11/23/2012	Xbox360	2.0.16202.0		Univision for Xbox 360	No				
Behind the Music: Carrie Underwood	VH1	10/2/2012	12:50:00	Vh1	10/1/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes			

Appendix A—Overall Observations

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Control over Font?	CC Persists?	Miscellaneous
Presidential Debate Replay	Yahoo	10/10/2012	12:15:00	"The Voice Of" Yahoo! Screen channel	10/3/2012	iMac	OS X Snow Leopard	Chrome	Web player	No	N/A			

Appendix B—Amazon

	Show	Fringe				CSI NY				
	Season/ Episode	S5E2	S5E3	S5E4	S5E5	S9E2	S9E3	S9E4	S9E5	S9E6
	TV Air Date	10/5/2012	10/12/2012	10/26/2012	11/2/2012	10/5/2012	10/12/2012	10/19/2012	10/26/2012	11/2/2012
Show is not captioned	Observation Date									
Show is captioned	10/8/2012									
	10/9/2012									
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012									
	10/11/2012									
	10/12/2012									
	10/13/2012	Y	N			N	N			
	10/14/2012	Y	N			N	N			
	10/15/2012	Y	N			N	N			
	10/16/2012	Y	N			N	Y			
	10/17/2012	Y	N			Y	Y			
	10/18/2012	Y	N			Y	Y			
	10/19/2012	Y	N			Y	Y			
	10/20/2012	Y	N			Y	Y	N		
	10/21/2012	Y	N			Y	Y	N		
	10/22/2012	Y	N			Y	Y	N		
	10/23/2012	Y	N			Y	Y	Y		
	10/24/2012	Y	Y			Y	Y	Y		
	10/25/2012	Y	Y			Y	Y	Y		
	10/26/2012	Y	Y			Y	Y	Y		
	10/27/2012	Y	Y	N		Y	Y	Y	N	
	10/28/2012	Y	Y	N		Y	Y	Y	N	
	10/29/2012	Y	Y	N		Y	Y	Y	N	
	10/30/2012	Y	Y	Y		Y	Y	Y	Y	
	10/31/2012	Y	Y	Y		Y	Y	Y	Y	
	11/1/2012	Y	Y	Y		Y	Y	Y	Y	
	11/2/2012	Y	Y	Y		Y	Y	Y	Y	
	11/3/2012	Y	Y	Y	N	Y	Y	Y	Y	
	11/4/2012	Y	Y	Y	N	Y	Y	Y	Y	N
	11/5/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/6/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/7/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/8/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/9/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		0	11	3	2	4	3	3	3	1

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Revenge					Switched at Birth		
	Season/ Episode	S2E2	S2E3	S2E4	S2E5	S2E6	S1E28	S1E29	S1E30
	TV Air Date	10/7/2012	10/14/2012	10/21/2012	10/28/2012	11/4/2012	10/8/2012	10/15/2012	10/22/2012
Show is not captioned	Observation Date								
Show is captioned	10/8/2012	N							
	10/9/2012	N					N		
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012	N					N		
	10/11/2012	N					N		
	10/12/2012	Y					N		
	10/13/2012	Y					N		
	10/14/2012	Y					N		
	10/15/2012	Y					N		
	10/16/2012	Y					N		
	10/17/2012	Y	Y				N	N	
	10/18/2012	Y	Y				N	N	
	10/19/2012	Y	Y				N	N	
	10/20/2012	Y	Y				N	N	
	10/21/2012	Y	Y				N	N	
	10/22/2012	Y	Y				N	N	
	10/23/2012	Y	Y				Y	Y	N
	10/24/2012	Y	Y	N			Y	Y	N
	10/25/2012	Y	Y	N			Y	Y	N
	10/26/2012	Y	Y	Y			Y	Y	N
	10/27/2012	Y	Y	Y			Y	Y	N
	10/28/2012	Y	Y	Y			Y	Y	N
	10/29/2012	Y	Y	Y			Y	Y	N
	10/30/2012	Y	Y	Y	Y		Y	Y	N
	10/31/2012	Y	Y	Y	Y		Y	Y	N
	11/1/2012	Y	Y	Y	Y		Y	Y	N
	11/2/2012	Y	Y	Y	Y		Y	Y	N
	11/3/2012	Y	Y	Y	Y		Y	Y	N
	11/4/2012	Y	Y	Y	Y		Y	Y	N
	11/5/2012	Y	Y	Y	Y	Y	Y	Y	N
	11/6/2012	Y	Y	Y	Y	Y	Y	Y	N
	11/7/2012	Y	Y	Y	Y	Y	Y	Y	Y
	11/8/2012	Y	Y	Y	Y	Y	Y	Y	Y
	11/9/2012	Y	Y	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		4	0	2	0	0	14	6	15

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Guys with Kids					Law and Order SVU			
	Season/ Episode	SIE3	SIE4	SIE5	SIE6	Kids SIE7	S14E2	S14E3	SVU S14E4	SVU S14E5
	TV Air Date	10/3/2012	10/10/2012	10/17/2012	10/24/2012	10/31/2012	10/10/2012	10/17/2012	10/24/2012	10/31/2012
Show is not captioned	Observation Date									
Show is captioned	10/8/2012									
	10/9/2012									
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012									
	10/11/2012	N	N				N			
	10/12/2012	N	N				N			
	10/13/2012	N	N				N			
	10/14/2012	N	N				N			
	10/15/2012	N	N				N			
	10/16/2012	N	N				N			
	10/17/2012	N	N				N			
	10/18/2012	N	N	N			N	N		
	10/19/2012	N	N	N			N	N		
	10/20/2012	N	N	N			N	N		
	10/21/2012	N	N	N			N	N		
	10/22/2012	N	N	N			N	N		
	10/23/2012	N	N	N			N	Y		
	10/24/2012	N	N	N			N	Y		
	10/25/2012	Y	N	N	N		N	Y	N	
	10/26/2012	Y	N	N	N		Y	Y	Y	
	10/27/2012	Y	N	N	N		Y	Y	Y	
	10/28/2012	Y	N	N	N		Y	Y	Y	
	10/29/2012	Y	N	N	N		Y	Y	Y	
	10/30/2012	Y	Y	N	N		Y	Y	Y	
	10/31/2012	Y	Y	N	N		Y	Y	Y	
	11/1/2012	Y	Y	N	Y	N	Y	Y	Y	Y
	11/2/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/3/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/4/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/5/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/6/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/7/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/8/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
	11/9/2012	Y	Y	N	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		14	19	23	7	1	15	5	1	0

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Nashville					Bones		
	Season/ Episode	S1E1	S1E2	S1E3	S1E4	S1E5	S8E3	S8E4	S8E5
	TV Air Date	10/10/2012	10/17/2012	10/24/2012	10/31/2012	11/7/2012	10/1/2012	10/8/2012	11/5/2012
Show is not captioned	Observation Date								
Show is captioned	10/8/2012						Y		
	10/9/2012						Y		
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012						Y		
	10/11/2012	N					Y		
	10/12/2012	N					Y		
	10/13/2012	N					Y	Y	
	10/14/2012	N					Y	Y	
	10/15/2012	N					Y	Y	
	10/16/2012	N					Y	Y	
	10/17/2012	N					Y	Y	
	10/18/2012	N	N				Y	Y	
	10/19/2012	N	Y				Y	Y	
	10/20/2012	N	Y				Y	Y	
	10/21/2012	N	Y				Y	Y	
	10/22/2012	N	Y				Y	Y	
	10/23/2012	Y	Y				Y	Y	
	10/24/2012	Y	Y				Y	Y	
	10/25/2012	Y	Y	N			Y	Y	
	10/26/2012	Y	Y	Y			Y	Y	
	10/27/2012	Y	Y	Y			Y	Y	
	10/28/2012	Y	Y	Y			Y	Y	
	10/29/2012	Y	Y	Y			Y	Y	
	10/30/2012	Y	Y	Y			Y	Y	
	10/31/2012	Y	Y	Y			Y	Y	
	11/1/2012	Y	Y	Y	N		Y	Y	
	11/2/2012	Y	Y	Y	N		Y	Y	
	11/3/2012	Y	Y	Y	N		Y	Y	
	11/4/2012	Y	Y	Y	N		Y	Y	
	11/5/2012	Y	Y	Y	N		Y	Y	
	11/6/2012	Y	Y	Y	N		Y	Y	N
	11/7/2012	Y	Y	Y	N		Y	Y	N
	11/8/2012	Y	Y	Y	N	Y	Y	Y	N
	11/9/2012	Y	Y	Y	N	Y	Y	Y	N
Total Uncaptioned Days		12	1	1	9	0	0	0	4

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Hoarders					American Chopper					
	Season/ Episode	S6E3	S6E4	S6E5	S6E6	S6E7	S4E5	S4E6	S4E7	S4E8	S4E9	S4E10
	TV Air Date	10/1/2012	10/8/2012	10/15/2012	10/22/2012	10/29/2012	10/1/2012	10/8/2012	10/15/2012	10/22/2012	10/29/2012	11/5/2012
Show is not captioned	Observation Date											
Show is captioned	10/8/2012											
	10/9/2012											
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012											
	10/11/2012											
	10/12/2012											
	10/13/2012	N	N				Y	N				
	10/14/2012	N	N				Y	N				
	10/15/2012	N	N				Y	N				
	10/16/2012	N	N				Y	Y				
	10/17/2012	N	N	N			Y	Y	Y			
	10/18/2012	N	N	N			Y	Y	Y			
	10/19/2012	N	N	N			Y	Y	Y			
	10/20/2012	N	N	N			Y	Y	Y			
	10/21/2012	N	N	N			Y	Y	Y			
	10/22/2012	N	N	N			Y	Y	Y			
	10/23/2012	N	N	N	N		Y	Y	Y			
	10/24/2012	Y	N	N	N		Y	Y	Y			
	10/25/2012	Y	N	N	Y		Y	Y	Y			
	10/26/2012	Y	Y	Y	Y		Y	Y	Y			
	10/27/2012	Y	Y	Y	Y		Y	Y	Y			
	10/28/2012	Y	Y	Y	Y		Y	Y	Y			
	10/29/2012	Y	Y	Y	Y		Y	Y	Y			
	10/30/2012	Y	Y	Y	Y	Y	Y	Y	Y			
	10/31/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	11/1/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	11/2/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	11/3/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	11/4/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	11/5/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	11/6/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	11/7/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/8/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/9/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		11	13	9	2	0	0	3	0	0	3	0

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Revolution					Alphas			
	Season/ Episode	S1E3	S1E4	S1E5	S1E6	S1E7	S2E10	S2E11	S2E12	S2E13
	TV Air Date	10/1/2012	10/8/2012	10/15/2012	10/29/2012	11/5/2012	10/1/2012	10/8/2012	10/15/2012	10/22/2012
Show is not captioned	Observation Date									
Show is captioned	10/8/2012									
	10/9/2012									
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012									
	10/11/2012									
	10/12/2012									
	10/13/2012	Y	Y				N	N		
	10/14/2012	Y	Y				N	N		
	10/15/2012	Y	Y				N	N		
	10/16/2012	Y	Y				N	N		
	10/17/2012	Y	Y	Y			N	N	N	
	10/18/2012	Y	Y	Y			N	N	N	
	10/19/2012	Y	Y	Y			N	N	N	
	10/20/2012	Y	Y	Y			N	N	N	
	10/21/2012	Y	Y	Y			N	N	N	
	10/22/2012	Y	Y	Y			N	N	N	
	10/23/2012	Y	Y	Y			N	N	N	
	10/24/2012	Y	Y	Y			N	N	N	N
	10/25/2012	Y	Y	Y			N	N	N	N
	10/26/2012	Y	Y	Y			N	N	N	N
	10/27/2012	Y	Y	Y			N	N	N	N
	10/28/2012	Y	Y	Y			N	N	N	N
	10/29/2012	Y	Y	Y			N	N	N	N
	10/30/2012	Y	Y	Y	Y		N	N	N	N
	10/31/2012	Y	Y	Y	Y		N	N	N	N
	11/1/2012	Y	Y	Y	Y		N	N	N	N
	11/2/2012	Y	Y	Y	Y		N	N	N	N
	11/3/2012	Y	Y	Y	Y		N	N	N	N
	11/4/2012	Y	Y	Y	Y		N	N	N	N
	11/5/2012	Y	Y	Y	Y		N	N	N	N
	11/6/2012	Y	Y	Y	Y		N	N	N	N
	11/7/2012	Y	Y	Y	Y	Y	N	Y	N	Y
	11/8/2012	Y	Y	Y	Y	Y	N	Y	N	Y
	11/9/2012	Y	Y	Y	Y	Y	N	Y	Y	Y
Total Uncaptioned Days		0	0	0	0	0	28	25	23	14

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Breaking Amish				Grey's Anatomy			
	Season/ Episode	SIE5	SIE6	SIE8	SIE9	S9E2	S9E3	S9E4	S9E5
	TV Air Date	10/7/2012	10/14/2012	10/28/2012	11/4/2012	10/4/2012	10/18/2012	10/25/2012	11/8/2012
Show is not captioned	Observation Date								
Show is captioned	10/8/2012								
	10/9/2012								
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012								
	10/11/2012								
	10/12/2012								
	10/13/2012	N							
	10/14/2012	N							
	10/15/2012	N							
	10/16/2012	Y							
	10/17/2012	Y	Y						
	10/18/2012	Y	Y						
	10/19/2012	Y	Y			Y	N		
	10/20/2012	Y	Y			Y	Y		
	10/21/2012	Y	Y			Y	Y		
	10/22/2012	Y	Y			Y	Y		
	10/23/2012	Y	Y			Y	Y		
	10/24/2012	Y	Y			Y	Y		
	10/25/2012	Y	Y			Y	Y		
	10/26/2012	Y	Y			Y	Y	N	
	10/27/2012	Y	Y			Y	Y	Y	
	10/28/2012	Y	Y			Y	Y	Y	
	10/29/2012	Y	Y			Y	Y	Y	
	10/30/2012	Y	Y			Y	Y	Y	
	10/31/2012	Y	Y			Y	Y	Y	
	11/1/2012	Y	Y	N		Y	Y	Y	
	11/2/2012	Y	Y	N		Y	Y	Y	
	11/3/2012	Y	Y	N		Y	Y	Y	
	11/4/2012	Y	Y	N		Y	Y	Y	
	11/5/2012	Y	Y	Y	N	Y	Y	Y	
	11/6/2012	Y	Y	Y	Y	Y	Y	Y	
	11/7/2012	Y	Y	Y	Y	Y	Y	Y	
	11/8/2012	Y	Y	Y	Y	Y	Y	Y	
	11/9/2012	Y	Y	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		3	0	4	1	0	1	1	0

Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.

Appendix B—Amazon

	Show	Grimm					Arrow				
	Season/ Episode	S2E6	S2E7	S2E8	S2E9	S2E10	S1E1	S1E2	S1E3	S1E4	S1E5
	TV Air Date	10/5/2012	10/12/2012	10/19/2012	10/26/2012	11/2/2012	10/10/2012	10/17/2012	10/24/2012	10/31/2012	11/7/2012
Show is not captioned	Observation Date										
Show is captioned	10/8/2012										
	10/9/2012										
Show not on TV, not on Amazon, not observed, or status unknown	10/10/2012										
	10/11/2012										
	10/12/2012										
	10/13/2012										
	10/14/2012										
	10/15/2012										
	10/16/2012										
	10/17/2012										
	10/18/2012										
	10/19/2012										
	10/20/2012	N	Y	N							
	10/21/2012	N	Y	N							
	10/22/2012	N	Y	N							
	10/23/2012	N	Y	N							
	10/24/2012	N	Y	Y							
	10/25/2012	Y	Y	Y			Y	Y	N		
	10/26/2012	Y	Y	Y			Y	Y	N		
	10/27/2012	Y	Y	Y	N		Y	Y	N		
	10/28/2012	Y	Y	Y	N		Y	Y	N		
	10/29/2012	Y	Y	Y	N		Y	Y	N		
	10/30/2012	Y	Y	Y	N		Y	Y	Y		
	10/31/2012	Y	Y	Y	N		Y	Y	Y		
Note: Because we observed programs only once per day, the appearance of closed captions may be noted up to 24 hours after their actual provision by Amazon.	11/1/2012	Y	Y	Y	Y		Y	Y	Y	N	
	11/2/2012	Y	Y	Y	Y		Y	Y	Y	N	
	11/3/2012	Y	Y	Y	Y	N	Y	Y	Y	N	
	11/4/2012	Y	Y	Y	Y	N	Y	Y	Y	N	
	11/5/2012	Y	Y	Y	Y	N	Y	Y	Y	Y	
	11/6/2012	Y	Y	Y	Y	N	Y	Y	Y	Y	
	11/7/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	11/8/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	11/9/2012	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Total Uncaptioned Days		5	0	4	5	4	0	0	5	4	0

Appendix C—Syfy

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	Captions Work?	Control over font?	Persistent captions?	Prominent CC controls?
Haven S3E4	SyFy	10/13/2012	15:35:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	No			Same as volume control
Haven S3E4	Hulu	10/13/2012	15:35:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	
Haven S3E3	SyFy	10/13/2012	15:40:00	SyFy	10/5/2012	MacBook Air	OS X Lion	Chrome	Web Player	No			Same as volume control
Haven S3E3	Hulu	10/13/2012	15:40:00	SyFy	10/5/2012	MacBook Air	OS X Lion	Chrome	Web Player	Yes	Yes	Yes	
Haven S3E4	Google	10/13/2012	15:45:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	WebPlayer	No			
Haven S3E4	Google	10/15/2012	21:45:00	SyFy	10/12/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Same as volume control
Alphas S2E12	Google	10/17/2012	23:30:00	SyFy	10/15/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Yes	Same as volume control
Alphas S2E10	SyFy	11/2/2012	11:30:00	SyFy	10/1/2012	iMac	OS X Snow Leopard	Chrome	Web player	No			
Alphas S2E12	Google	11/2/2012	14:00:00	SyFy	10/15/2012	Galaxy Tab	Android 2.2		Native video player	Yes	Yes	Yes	
Alphas S2E11	SyFy	11/8/2012	12:35:00	SyFy	10/8/2012	iMac	OS X Snow Leopard	Chrome	Web player	No			
Warehouse 13 S4E10	SyFy	12/3/2012	11:05:00	SyFy	10/1/2012	MacBook Pro	OS X Leopard	Firefox	Web Player	No			
Warehouse 13 S4E10	Hulu	12/3/12	11:30:00	SyFy	10/1/12	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Yes	Same as volume control
Alphas S2E13	SyFy	12/14/12	11:00:00	SyFy	10/22/12	MacBook Pro	OS X Leopard	Firefox	Web player	No			
Alphas S2E13	Hulu	12/14/12	11:40:00	SyFy	10/22/12	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Yes	Same as volume control

Appendix D—Quality Issues

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Quality Issues?	Control over Font?	CC Persists?	Prominent CC controls?
Grey's Anatomy S9E3	ABC	10/19/2012	23:52:00	ABC	10/18/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	Captions are roll-up rather than pop-on and are unavailable in full-screen mode.	Control over size colors	No	Same as volume control
Modern Family S4E3	ABC	10/10/2012	9:00:00	ABC	10/10/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	No	Captions on a different screen under video screen, making it difficult to read	Yes	No	Yes
Modern Family S4E5	ABC	10/25/2012	11:50:00	ABC	10/24/2012	Macbook Pro	OS X Leopard	Firefox	Web player	Yes	No	Captions disappear once in full-screen mode; Good descriptive captions of non-dialogue	Control over size colors		Much smaller than volume
Revenge S2E2	ABC	10/9/2012	12:02:00	ABC	10/7/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	Captions are roll-up rather than pop-on	Control over size colors	No	Same as volume control
Suburgatory S1E2	ABC	10/7/2012	10:33:00	ABC	10/5/2012	iPhone 4	iOS 5.1.1		ABC Player 2.0.4	Yes	Yes	Out of synch with audio; Dropped words; Skipped words	No	Yes	On/off
The Neighbors S1E2	ABC	10/10/2012	9:00:00	ABC	10/3/2012	MacBook Pro	OS X Mountain Lion	Chrome	Web player	Yes	No	Captions on a different screen under video screen, making it difficult to read	Yes	No	Yes
Shipping Wars S2E14	AETV	10/3/2012	11:50:00	A&E	10/2/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Captions stopped working when end credits began rolling	No		
Animal Odd Couples Vol. 2	Apple	11/15/2012	14:35:00	PBS	11/7/2012	MacBook Pro	OS X Leopard	Firefox	iTunes 10.6.3	Yes	No	Out of sync with audio	No	Yes	Icon is a speech balloon rather than "CC"
C-SPAN video library: Obama victory speech	C-SPAN	11/7/2012	12:56:00	C-SPAN	11/6/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	Captions are generated from live captions, which themselves have lag and content quality issues. The font does not scale properly in full-screen mode.	No	No	Same as volume control
C-SPAN video library: Romney concession speech	C-SPAN	11/7/2012	13:00:00	C-SPAN	11/6/2012	iMac	OS X Snow Leopard	Chrome	Web player	Yes	No	Captions are generated from live captions, which themselves have lag and content quality issues. The font does not scale properly in full-screen mode.	No	No	Same as volume control
How I Met Your Mother S8E3	CBS	10/14/2012	21:35:00	CBS	10/8/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	No descriptive captions during opening sequence, e.g. "music playing"	No	Yes	Same as volume control
The Big Bang Theory S6E3	CBS	10/14/2012	21:00:00	CBS	10/11/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	Yes	Spelling error; dropped words	No		Same as volume control
Arrow S1E3	CW	10/25/2012	8:10:00	CW	10/24/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Font does not scale to size in full-screen mode	Yes	Yes	Same as volume control
E:60 - Ray Lewis	ESPN	10/15/2012	12:00:00	ESPN	9/11/2012	MacBook Pro	OS X Leopard	Firefox	Web player	Yes	Yes	Misstated words	No		Same as volume control

Appendix D—Quality Issues

Show	Internet VPD	Date	Time	Network	TV Air Date	Device	OS	Browser	Native App/Version	CC Work?	CC Usable?	Quality Issues?	Control over Font?	CC Persists?	Prominent CC controls?
Bones S8E3	Fox	10/9/2012	23:06:00	Fox	10/1/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	Font does not scale to size in full-screen mode; Out of sync with audio	No	Yes	Same as volume control
The Mindy Project S1E3	Fox	11/2/2012	13:00:00	FOX	10/9/2012	Dell Laptop	Windows 7	Internet Explorer 9	Web player	Yes	Yes	Font does not scale to size in full-screen mode; Spelling error; Dropped words	No		Options button at top
Law & Order SVU S14E2	Google	10/13/2012	22:00:00	NBC	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	No	Out of synch with audio halfway through	Yes, same as YouTube	Yes	Same as volume control
American Restoration / Prank War S2E32	History Channel	10/14/2012	17:00:00	History Channel	10/10/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	Out of synch with audio halfway through; No captions at the end	No	No	Same as volume control
30 Rock: The Beginning of the End	Hulu	10/21/2012	21:50:00	NBC	10/4/2012	Samsung S3 (Verizon)	Android 4.0.4		Hulu Plus 2.4.200921	Yes	Yes	Incorrect capitalization	No	Yes	Options button at top
Parking Wars - E86	Microsoft	11/29/2012	11:08:00	A&E	10/6/2012	Xbox360	2.0.16202.0		Xbox Video	Yes	Yes	Thin/outlined font is difficult to read	No	Yes	In transport bar menu next to play, stop, etc.
Law & Order S2E10	Netflix	10/13/2012	17:40:00	NBC	11/26/1991	Kindle Fire	Custom Android 6.3.1		Netflix App, version 2.0.1	Yes	Yes	Font does not scale with screen size	No	No	Same as volume control
Call the Midwife - Episode 2	PBS	10/11/2012	23:40:00	PBS	10/7/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Font does not scale with screen size	No	No	Same as volume control
Frontline - Dropout Nation	PBS	10/11/2012	23:40:00	PBS	9/25/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Font does not scale with screen size	No	No	Same as volume control
Frontline - The Choice 2012	PBS	10/11/2012	23:40:00	PBS	10/10/2012	MacBook Air	OS X Lion	Chrome	Web player	Yes	Yes	Font does not scale with screen size	No	No	Same as volume control
PBS News Hour	PBS	11/6/2012	20:05:00	PBS	11/6/2012	MacBook Air	OS X Lion	Chrome	Web Player	Yes	No	Captions are rendered on top of video and encoded at the source, rather than in the browser, resulting in compression artifacts of the font, making it hard to read	No	No	Below video and does not stand out from channel selection
Bling It On S1E3	TLC	10/14/2012	16:35:00	TLC	10/4/2012	Dell Latitude	Windows 7	Chrome	Web player	Yes	No	Dropped words	Yes	No	Same as volume control
Dallas S1E4	TNT	11/8/2012	16:10:00	TNT	10/31/2012	Samsung Galaxy Nexus	Android 4.1.1		TNT Player	Yes	Yes	Dropped words	No		Same as volume control
Perception S1E6	TNT	11/8/2012	16:15:00	TNT	11/7/2012	Samsung Galaxy Nexus	Android 4.1.1		TNT Player	Yes	Yes	Dropped words	Yes		Same as volume control
Cuidado con el Angel Episode 10	Univision	11/7/2012	19:25:00	Univision	11/2/2012	iMac	OS X Snow Leopard	Firefox 16.0.2	Web player	Yes	No	Captions are at least three minutes behind the audio and useless for all practical purposes. Font does not scale with full-screen mode.	No	No	Same as volume control